



4moms
912 Fort Duquesne Blvd
Pittsburgh, PA 15222

January 10, 2017

IMPORTANT SAFETY RECALL

Dear 4moms self-installing car seat owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. NHTSA ID 16C009.

REASON FOR THIS RECALL

4moms has decided that a defect, which relates to motor vehicle safety exists in its self-installing car seats, model number 1032, manufactured between July and October 2016. In some carriers, the coupling hooks have been improperly riveted, potentially causing them to stick and fail to attach to the car seat base. The risk of the defect is that if the carrier's coupling hook does not attach to the car seat base, then the carrier could become detached in the event of a motor vehicle crash, causing injury to a child in the carrier.

WHAT WE WILL DO

To address this issue, 4moms will replace your infant carrier at no charge to you. 4moms will provide a new infant carrier of the same model (*Please note: the car seat base is unaffected by the coupling hook issue, only a replacement carrier will be provided*). This remedy will be available starting January 13, 2017.

WHAT YOU SHOULD DO

To start the replacement process, visit www.4moms.com/recalls. Replacement carriers will arrive within 5-10 business days, and we will do everything we can to expedite this process.

While waiting for your replacement, you can continue to use your current carrier, but we encourage you to double-check that it has properly locked into the base by pulling up on the carrier handle before every ride. If you are able to lift the carrier out of its base without first manually disengaging the coupling hook, either manually install the car seat via a carrier-only installation (refer to your manual for carrier-only instructions) or discontinue using the car seat until your replacement arrives.



If you believe that 4moms has failed or is unable to remedy the defect without charge, or within a reasonable time, then you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you already paid to have the carrier replaced prior to this notice, you may be eligible to receive reimbursement. Please contact 4moms's Customer Care Team toll-free at 1-888-614-6667 during business hours (Mon-Fri; 9 AM – 5 PM ET) for further information. Claims may also be submitted by mail to 4moms at 912 Fort Duquesne Blvd, Pittsburgh, PA 15222. Documentation supporting any such claims should, at a minimum, identify the carrier involved, specify who performed the replacement, and provide the date and cost of the replacement.

At 4moms, the safety of our consumers and their children is our top priority. We sincerely apologize for any inconvenience. If you have any questions regarding this recall, please reach out to our Customer Care Team at 1-888-614-6667 during business hours (Mon-Fri; 9 AM – 5 PM ET).

Sincerely,

The 4moms Team